



RMM MAKES LIFE EASIER

RMM, Remote Monitoring and Management, is a tested delivery process combined with technology to remotely monitor and manage your IT Infrastructure. We deploy real time reporting tools that transmit data back to our central network operations center (NOC) that is then analyzed and acted upon as needed. Our certified teams of Incident Technicians are alerted digitally, audibly and visually when your infrastructure identifies an issue. VSS' monitoring platform is installed at your location on a server or workstation and reports critical data back to our central monitoring system located in one of our data centers throughout the country.

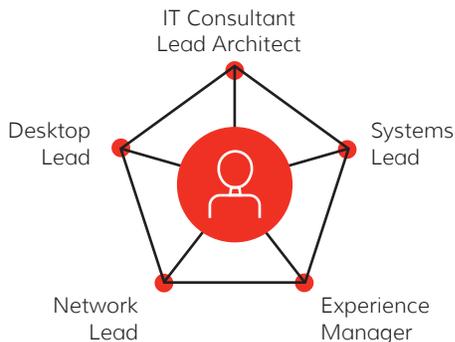
WHAT WE MONITOR AND MANAGE:



Team Approach: Offense, Defense and Everything in Between.

As a VSS RMM client, you'll have a support crew to talk strategy, brainstorm and lean on in times of need. The team, known as Client Technology Managers (CTM) spend one-on-one time with you to get know your business and goals.

CLIENT TECHNOLOGY MANAGERS



GETTING STARTED

VSS RMM utilizes a proprietary process designed by our CTMs to onboard customers. For a successful on-boarding process, we document all relevant infrastructure components and make them available to our support teams. Confidential information such as PHI and other HIPAA-defined data will be identified and protected to maintain compliance.

Our on-boarding process consists of the following steps:

1. Kickoff Meeting with Stakeholders – Meetings with the CTM Team and customer's key stakeholders to review the discovery process and introduce the teams.
2. Site Survey and Automated Network Inventory - Our team will gather key data on ISP information and communication providers and run automated tools that gather key inventory documentation from the network such as servers, workstations, printers, and routers/switches.
3. Workflow Review – We will review key workflow processes within your IT department and determine if they are proactive and predictable. Any recommendations will be documented and presented to you.
4. Documentation – In this phase we will verify the assets and processes required to optimize your infrastructure. Proper documentation is vital to a successful RMM service.
5. Delivery Plan – A seamless delivery plan will be presented to you that details how users will interact with the on-premises and remote support team

THE QUEST FOR ZERO

Our RMM practice is committed to lowering operational risk, expanding on site technical knowledge and stabilizing IT management costs. When you have zero support calls and zero outages, we know we are doing our job. This proactive approach continues to redefine the way our teams and our company provide value.